

DEPARTMENT OF EMPLOYEE TRUST FUNDS

INCOME CONTINUATION INSURANCE ADMINISTRATION MANUAL-STATE

PREFACE

The *Income Continuation Insurance Administration Manual* (ET-1119) is intended as a reference to aid your administration and participation in the Income Continuation Insurance (ICI) program. Its contents are based on state statute, administrative code and ICI plan language and provide instruction relevant to the administrative and reporting procedures of the ICI program. The development of statutes, administrative code and ICI plan language is ongoing and changes may occur subsequent to this manual's revision. Therefore, the Department of Employee Trust Funds (ETF) will make every effort to communicate any subsequent changes via *Employer Bulletins*. This manual contains examples relevant to the administration of the ICI program but they do not cover every eventuality. Specific program questions and unique situations must be considered with regard to the most current statute, administrative code and/or case law by ETF. Consult this manual as a first-step resource when you encounter ICI-related questions or concerns.

ETF's Employer Communication Center provides a single point of contact to resolve issues regarding eligibility, enrollment and coverage for ETF administered benefit programs, including the ICI program. A central voicemail system handles calls if Employer Communication Center staff lines are busy. The voicemail system is monitored on a regular basis and calls are returned within 24 hours. The Employer Communication Center phone number is (608) 264-7900.

A third party administrator resolves application and claim processing issues. However, ETF provides ombudsperson services to assist claimants with unresolved problems or complaints regarding the third party administrator. (Refer to Chapter 1 for third party administrator and ombudsperson service contact information.)

We appreciate your efforts to accurately administer the provisions of the ICI program. Please contact the **Employer Communication Center** at **(608) 264-7900** if you have comments on this edition or suggestions for the next edition of this manual.